

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JOSEPH HAROLD DURBIN	)	
	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO. 2005-00379
	)	
AMERICAN CELLULAR CORPORATION	)	
D/B/A CELLULAR ONE	)	
	)	
DEFENDANT	)	

COMMISSION STAFF'S FIRST DATA REQUEST  
TO JOSEPH HAROLD DURBIN

RECEIVED  
SEP 11 2006  
PUBLIC SERVICE  
COMMISSION

Pursuant to 807 KAR 5:001, Commission Staff requests that Joseph Harold Durbin file the original and eight copies of the following information within 15 days of the date of this request. When a number of sheets are required for an item, each sheet should be appropriately indexed, for example, Item 1(a), Sheet 2 of 6. Include with each response the name of the witness who will be responsible for responding to questions relating to the information provided. Careful attention should be given to copied material to ensure its legibility.

1. In your complaint, you list the names of several persons believed to be customers of American Cellular Corporation, doing business as Cellular One ("ACC"). Describe the particular complaints made by these persons, any resolution of their respective complaints, and the manner in which their complaints became known to you.

2. Are you still a customer of ACC?

- (a) If no, when did you terminate your service with ACC?  
*I switched to different company for better service.*
- b. If yes, have you made any changes or upgrades in your service?
- c. If yes, are you still experiencing problems with your service?

3. Provide a description of your current service.

*My new service is with Cingular a lot cheaper and I have 5 phone on service. The cellular one was only 2 phones*

4. Do you continue to seek some type of relief in this case? If yes, describe with specificity the relief that you seek.  
*yes I was treated poorly & over charged \$100<sup>00</sup> each month for over 1 year period, I talked to cellular one over & over to fix the problem. I could not get in touch with my kids and kids could not get in touch*

5. Provide copies of all documents relating to the facts herein, including, but not limited to, your son's and your own telephone bills from ACC.  
*I sent you my copies months ago.*

I have spent so much time on phone talking to Cellular One. I have 30 min. lunches talking to them. They was changing over to new system & said that they could not help me. My son ~~Lukey~~ Luke, his phone went bad. I paid extra for insurance on his phone. Cellular One sent me 4 Bad phones before he got a phone that works. Cellular One has stressed me to the max. I hope you can have a case with what papers I have sent you.

  
Beth O'Donnell  
Executive Director  
Public Service Commission  
P.O. Box 615  
Frankfort, KY 40602

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of this paper → over

DATED: July 24, 2006

cc: Parties of Record

Case No. 2005-00379

I have sent my info to you before, that was the original. I have paid extra to get out of the contract. I had no choice. Cost on my 2 phones was so high. I am free of the Hell the Cellular One put me through. 8 months I have away from them. Now I can talk to my son & wife with no problems. Before Cellular One called me and said they could fix the problem if I sign a new contract with them. I told them cellular one that I am a customer and the problem should be fixed without signing a new contract. Cellular One said they could not do that. Cellular One has all of the conversations recorded or on their record. Get the records and you will see what I have been through. Thank you

Joseph Harold Imlin  
phone 502 507 4356

P.S. Cellular One did say that they have been having a lot of people with the same problems, because they are changing over to the new system. And the New system over rides the old system.